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Judith A. Riley, J.D.

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Oklahoma City, OK 73132

October 20, 2011

VIA UPS Express Delivery

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125

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OCT 24 2011  
PUBLIC SERVICE COMMISSION

RE: Service Quality Report – 3<sup>rd</sup> Quarter 2011 (ending September 30, 2011)

Please find the SCPSC Quarterly Service Quality Report for **EveryCall Communications, Inc.**, enclosed.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at [mdean@telecompliance.net](mailto:mdean@telecompliance.net)

Sincerely,

Matt Dean  
Regulatory Agent

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME                      EveryCall Communications, Inc.  
QUARTER / YEAR                   3rd / 2011

Month:	JUL	AUG	SEP
Number of Customer Access Lines	<u>344</u>	<u>315</u>	<u>282</u>
Trouble Reports / Access Line (%)	<u>1.5%</u>	<u>4.8%</u>	<u>2.8%</u>
Customer Out of Service Clearing Times (%)	<u>88%</u>	<u>90%</u>	<u>89%</u>
New Installs Completed w/in 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitments Fulfilled (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>

Comments / Explanations: We had no orders for service in the 3<sup>rd</sup> quarter;  
therefore no installations, which explains the 0% for the last two items.

Person Making Report / Contact Information: Jon Seger  
225-252-3332 / seger@everycall.com

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